



ENQUIRY COUNTER

**GOVERNMENT COLLEGE JAITHARI,
DISTRICT- ANUPPUR (M.P.) INDIA**

POLICY

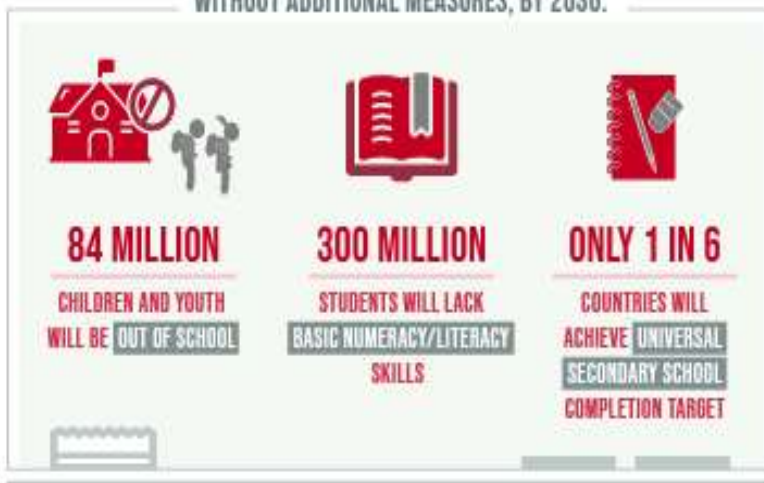


ENSURE INCLUSIVE AND EQUITABLE QUALITY EDUCATION AND PROMOTE LIFELONG LEARNING OPPORTUNITIES FOR ALL

DESPITE SLOW PROGRESS,

THE WORLD IS FALLING FAR BEHIND IN ACHIEVING QUALITY EDUCATION

WITHOUT ADDITIONAL MEASURES, BY 2030:

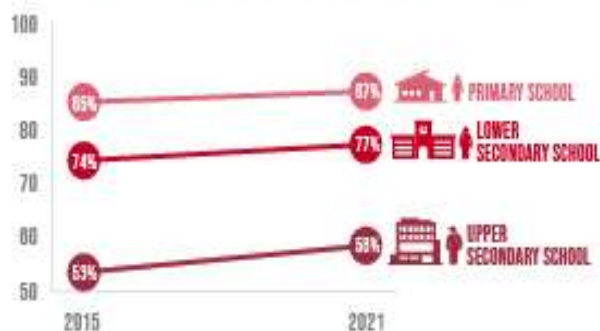


THE PANDEMIC

CAUSED LEARNING LOSSES IN **4 IN 5** OF 104 COUNTRIES STUDIED

PRIMARY AND SECONDARY SCHOOL COMPLETION RATES ARE **RIISING**, BUT THE PACE IS SLOW AND UNEVEN

COMPLETION RATES



LOW- AND LOWER-MIDDLE-INCOME COUNTRIES FACE A NEARLY

\$100 BILLION

ANNUAL FINANCING GAP

TO REACH THEIR EDUCATION TARGETS



Mr. Ashok Kumar Rathour

Adhyaksh

Janbhagidari Samiti Govt. College Jaithari, Anuppur (M.P.)

Forward



Dear Esteemed Members of Government College Jaithari,

As the Adhyaksh of the Janbhagidari Samiti of Government College Jaithari, District Anuppur, Madhya Pradesh, it gives me immense pleasure to present this foreword to our comprehensive College Policy. Since our institution's establishment in 2012, we have been on a journey of growth, learning, and community engagement. This policy document marks another significant milestone in our college's development.

The Janbhagidari Samiti, or Public Participation Committee, plays a crucial role in bridging the gap between the college and the community. Our committee's vision aligns perfectly with the college's mission to provide quality education while fostering a sense of social responsibility among our students.

This College Policy is a testament to our collective efforts to create an institution that not only excels in academics but also prepares students to be responsible citizens. It encompasses various aspects of college life, from academic standards to community outreach programs, reflecting our commitment to holistic education.

I urge all stakeholders - students, faculty, staff, and community members - to embrace this policy wholeheartedly. It is through your active participation and adherence to these guidelines that we can truly realize the potential of our institution.

As we move forward, let us remember that the strength of our college lies in the spirit of 'Janbhagidari' - public participation. This policy is not just a document, but a shared vision for our college's future. Together, we can build an educational institution that serves as a beacon of knowledge and social progress in our region.

I look forward to your continued support and cooperation in implementing this policy and in furthering the growth of Government College Jaithari.

Sincerely,

Mr. Ashok Kumar Rathour
Adhyaksh- Janbhagidari Samiti
Govt. College Jaithari
District Anuppur, (M.P.)



Dr. Ramesh Singh Wate

Principal

Govt. College Jaithari, Anuppur (M.P.)

Forward



Dear Students, Faculty, and Staff,

As the Principal of Government College Jaithari, District Anuppur, Madhya Pradesh, it is my privilege to present our comprehensive College Policy. This document serves as a cornerstone for our institution, outlining our vision, mission, and the guiding principles that shape our academic environment.

Our college policy is designed to foster an atmosphere of academic excellence, personal growth, and social responsibility. It reflects our commitment to providing quality education while nurturing the diverse talents of our students. The policy encompasses various aspects of college life, including academic standards, code of conduct, extracurricular activities, and community engagement.

I encourage all members of our college community to familiarize themselves with this policy. It is not merely a set of rules, but a roadmap for our collective success. By adhering to these guidelines, we create a harmonious and productive learning environment that benefits everyone.

As we move forward, let us embrace these policies with enthusiasm and dedication. Together, we can build a college that not only imparts knowledge but also shapes responsible citizens who will contribute positively to society.

I look forward to working with all of you in upholding the high standards set forth in this policy and in continually striving for excellence in all our endeavors.

Sincerely,

Dr. Ramesh Singh Wate
Principal
Govt. College Jaithari
District-Anuppur (M.P.)

Govt. College Jaithari, Anuppur M.P.

Department of Higher Education M.P.

Enquiry Counter Policy

1. Purpose:

The purpose of the Enquiry Counter Policy at Govt. College Jaithari is to provide clear guidelines for the operation of the college's inquiry counter, ensuring a responsive and informative approach to addressing inquiries from students, parents, and other stakeholders.

2. Scope:

This policy applies to all staff members assigned to work at the college's inquiry counter and outlines the standard procedures for handling inquiries.

3. Location and Hours:

- The college's inquiry counter will be strategically located in a central and easily accessible area.
- Operating hours, including any variations during holidays or special events, will be clearly posted and communicated.

4. Inquiry Handling Procedures:

- Staff at the inquiry counter will greet visitors in a courteous and professional manner.
- Inquiries will be handled promptly, and staff will provide accurate and up-to-date information.

5. Information Availability:

- Staff members at the inquiry counter will have access to comprehensive information about college programs, admissions, fees, academic calendar, and other relevant topics.
- Regular training will be provided to keep staff informed about any updates or changes.

6. Communication Skills:

- Staff at the inquiry counter will possess effective communication skills to provide clear and understandable information.
- Inquiries will be handled with sensitivity, and confidentiality will be maintained when required.

7. Referral Process:

- If an inquiry falls outside the scope of the inquiry counter's responsibilities, staff will redirect individuals to the appropriate department or personnel.

- Clear referral guidelines and contact information for various departments will be available.

8. Technology Integration:

The inquiry counter will utilize appropriate technology, such as a computerized information system or online resources, to enhance the efficiency and accuracy of information provided.

9. Multilingual Support:

- Recognizing the diversity of the college community, efforts will be made to provide language support or access to translation services as needed.

10. Documentation and Reporting:

- Staff at the inquiry counter will maintain records of inquiries and responses for the purpose of tracking common trends and improving service.
- Regular reports summarizing inquiries and resolutions will be submitted to the college administration.

11. Training and Professional Development:

- Staff assigned to the inquiry counter will undergo regular training to enhance their knowledge, communication skills, and customer service abilities.
- Opportunities for professional development will be provided to ensure staff members stay informed about changes in college policies and procedures.

12. Review and Revision: This Enquiry Counter Policy will be reviewed annually to ensure its continued relevance and effectiveness. Any necessary revisions will be made in consultation with relevant stakeholders.

Prepared By:- Dr. Khushboo Khan

Verified By :- Dr. Shobha Tiwari

Mr. Pushpraj Singh Baghel

Coordinator IQAC
Govt. College Jaithari

Principal
Govt. College Jaithari
Anuppur (M.P.) 484330